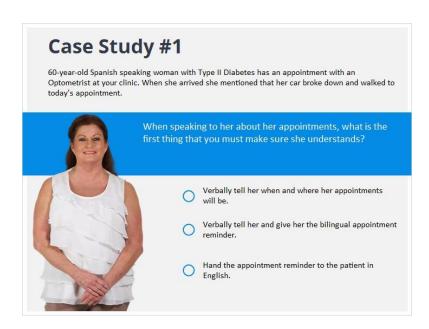
Care Coordinator Case Studies

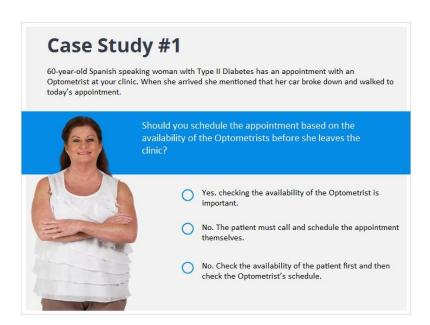
1.1 Care Coordinator



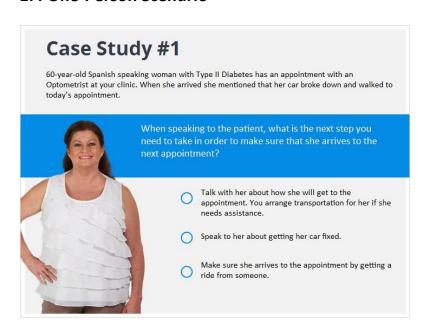
1.2 One-Person Scenario



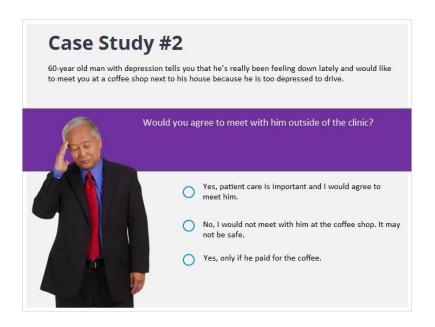
1.3 One-Person Scenario



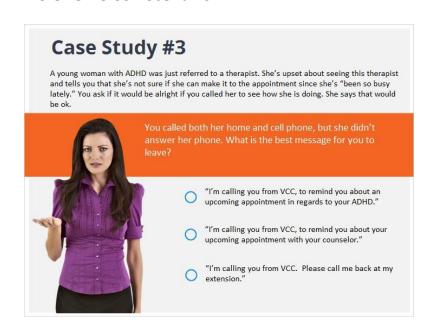
1.4 One-Person Scenario



1.5 One-Person Scenario



1.6 One-Person Scenario



1.7 One-Person Scenario

Case Study #4

45-year-old man with chronic asthma repeatedly misses his appointments with his primary care provider. He was also seen in the ER recently after feeling short of breath and dizzy. When speaking to him over the phone, you ask the patient why he has been missing his appointments with his doctor, he states that the doctors have his diagnosis wrong.



Would you tell the provider that the diagnosis is wrong and tell him "he needs a referral to see a Pulmonologist"?

- Yes. I would suggest that the patient needs a referral.
- Yes. I would confirm the diagnosis of chronic asthma and send in the referral myself.
- No. I would not say the diagnosis was wrong. I would say "Your care team wants to help you in your efforts to take care of yourself, so schedule an appointment with your PCP first".

1.8 One-Person Scenario

Case Study #5

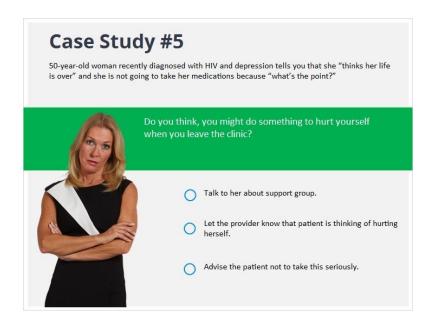
50-year-old woman recently diagnosed with HIV and depression tells you that she "thinks her life is over" and she is not going to take her medications because "what's the point?" $\frac{1}{2} \left(\frac{1}{2} \right) = \frac{1}{2} \left(\frac{1}{2} \right) \left(\frac{1}{2} \right)$



What are the next steps you need to take before she leaves

- Teach her breathing techniques.
- Schedule an appointment with a SW or behavioral health provider.
- O Suggest she go to a local church group for support.

1.9 One-Person Scenario



1.10 One-Person Scenario

